

APPENDIX 2 - Community Housing STAR Action Plan 2021

Issue	Action	By
Dampness / Heating	We will continue to optimise opportunities to retrofit our housing stock to improve energy performance and improve heating systems in accordance with our Asset Management Plan.	On- going
	Raise awareness of the support to tackle fuel poverty and improve how staff communicate with households around condensation.	Autumn / Winter 2021/22
Repairs service - Denbigh	We will review our programmes and repairs requests data in the area to see if we can identify any themes.	October 2021
Communications	We will introduce more robust monitoring of responses to ensure staff respond promptly to customer enquiries.	September 2021
	We will also recommence our work, when safe to do so, on undertaking regular routine visits to our tenants which will improve our face to face interactions.	September 2021
Neighbourhood & Community	Deliver a programme of summer events and roadshows to help us re-engage and also discuss this action plan.	Summer 2021
	Deliver a programme of activities at our community centres and estates.	Summer 2021
	We will continue to support and develop our relationship with our Tenants Federation (DTARF) and the network of local residents groups	July 2021
Feeling Safe	Develop a programme of events to develop Neighbourliness and strong community support.	Summer 2021
	Review our approach to dealing with anti-social neighbours	
Digital Access	Investigate implementation of an access portal for tenants as part of our ICT improvements.	March 2022
Monitoring	Undertake the STAR survey in Winter 2021/22 to comply with Welsh Government's requirement for data from all social landlords across Wales by April 2022.	April 2022